



"People  
helping people  
help  
themselves"

Mitchell E. Daniels, Jr., Governor  
State of Indiana

**Indiana Family and Social Services Administration**  
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Anne Murphy, Secretary

January 16, 2009

This communication contains information regarding the First Steps Central Reimbursement Office transition from EDS to CSC Covansys. As a reminder, this document will also be available on the First Steps Web under "What's New?", with the heading "CRO Transition Information". Questions may be directed to: [FirstStepsWeb@fssa.in.gov](mailto:FirstStepsWeb@fssa.in.gov). The next update will be sent no later than January 23, 2009.

- **512 Waivers:** The deadline has passed for submission of 512 waivers. Pending 512 waivers may be submitted with the understanding that they will not be evaluated until after the transition on February 16, or may be held for submission after the transition.
- **Provider Credentialing:** The credentialing extension date of April 1, 2009 now includes providers who are due to credential between January 1, 2009 and March 13, 2009. This had previously applied to providers due to credential between January 1, 2009 and February 28, 2009. \* *Again, this is a one time occurrence during the transition period, and beginning in 2010, all original due dates for credentialing will be reinstated.* This extension does not apply to providers whose credentialing date does not fall in this timeframe.
- **Web InterChange:** During the system shutdown, beginning on January 30, 2009 at 6 a.m. EST, you will have access to Web InterChange as **view only** for your claims. You will use the same login and password information, and will have the ability to view all your historical claims during the transition. ***CSC Covansys will not be able to answer any questions about your claims until they go live as the new CRO on February 16, 2009. Please do not call CSC Covansys to inquire about claims during the shutdown from January 30, 2009 through February 15, 2009.*** Providers are highly encouraged to submit all eligible claims as soon as possible to Web InterChange to reduce the impact of the two week shutdown. Please note that Web InterChange will be disabled at 6:00 a.m. on Friday January 30, 2009. This is earlier than the noon time that was previously communicated.



● **Provider Matrix:** Effective at 5:00 pm on Monday February 2, 2009, the Matrix website will **only** be available for searching and viewing. **No** updates to the Matrix will be allowed after that time! *No updates will be allowed by providers, and EDS will not be doing any further updates.* The update capability will be restored beginning February 16, 2009 through CSC Covansys. Changes to provider information will need to be held for submission until after the conversion.

● **Billing Issues:** Some providers will be contacted by First Steps regarding billing errors, as referenced in the update dated 1/8/09. Contact for these will take place in the next few weeks, which is slightly longer than originally anticipated.

● **Information for Families:** A letter is being developed for Service Coordinators to pass on to families regarding the CRO transition. Because the Explanation of Benefits (EOB) information will be changing, families will be informed of new contact information for CSC Covansys. First Steps does not anticipate that there will be any delay in families receiving their EOB's.

● **Batch Billing:** CSC Covansys will be in contact with providers regarding specifics on the billing process. Companion Guides and testing procedures will be made available the week of January 19, 2009.

● **Provider Account Management (PAM):** Informational documents will be posted directly on the First Steps website the week of January 19, 2009.

► **User Logins:** All providers will soon be getting a separate email with the Online Access Form attached. Please print off this form, sign, and mail via USPS to CSC Covansys at the address listed on the form in the top box. CSC Covansys **must** have original signatures on file. This form will allow providers access to PAM. With this access, providers will not only be able to submit billing for First Steps services, but will also be able to view authorizations.

If you work for an agency, or do not submit your own billing, you and your billing administrator will each need to complete this form and submit to CSC Covansys.

*The form must be received and processed by CSC Covansys on or before February 16. Providers will not be able to bill or view authorizations for services rendered until CSC Covansys processes this original signature document.*

► **Orientation:** The PAM system is user friendly. Informational documents regarding the use of the system will be available to the user for self-guided orientation.

● **Frequently Asked Questions (FAQ's):** A separate document will soon be available on the First Steps Web for your viewing. Please visit the "What's New?" link!

### **IMPORTANT DATES:**

1/16/2009	Last date for EDS to accept provider enrollments and credentialing applications.
1/26/2009	EDS will disable the replace claim functionality
1/29/2009 5:00 p.m. EST	Last date/time for SPOE communication to EDS. All authorization maintenance should be complete and communicated by this time.
1/30/2009 6:00 a.m. EST	Last date/time to submit claims to AIM
1/30/2009 – 2/15/2009	Transition Period – System shutdown
2/3/2009	Last payment made via EDS
2/16/2009	First date for activity with CSC Covansys; Service Matrix, PAM, Provider Enrollment processing, helpdesk/phone support
2/19/2009	First payment made via CSC Covansys